

WELCOME TO BOSTON

Dear Friend,

Welcome to Boston!

I am pleased to present the first New Bostonians' Guide to City Services. As new Bostonians, each of you has a unique story to tell. And each of you faces unique obstacles. I want our city to be known as a place that helps you overcome these obstacles.

Throughout the history of our city, newcomers have contributed immeasurably to the growth and vibrancy of the City of Boston. Today, as in the past, our city is made richer by the presence of immigrants.

I am committed to the full participation of immigrants in our city. This guide is a directory of services provided by the city government. It is not intended to be a comprehensive listing. Instead, it is a directory of the key services every resident should know about and be able to access. Please contact these city agencies for more information about other services they provide.

Whether you have been in Boston for 10 months, 10 years, or more, I hope you will find Boston to be a city that welcomes and embraces you, and to which you will give your best in return.

Sincerely,

Thomas M. Menino
Mayor of Boston

MAYOR'S OFFICE OF NEW BOSTONIANS

Office of New Bostonians
Reverend Cheng Imm Tan, Director

635-2980

The Office of New Bostonians is an initiative of Mayor Thomas M. Menino to strengthen the ability of residents from diverse cultural and linguistic communities to fully participate in the economic, civic, social and cultural life of the city of Boston.

You can call the Office of New Bostonians:

- To find out what services the City provides for immigrants and refugees in Boston.
- If you or someone you know needs assistance accessing city government services.
- For referrals to community groups in the Boston area that offer services to refugees and immigrants.
- To find an ESL or citizenship class.
- To share concerns and problems that face immigrants and refugees in Boston today.

This Guide is a project of the Office of New Bostonians to assist all new Bostonians to access important services provided by the city government. The services are grouped by topic, such as Homeownership, Business, or Education. Under each topic you will find a list of services, and the phone number of the city agency that provides these services. If you would like to visit an agency in person, the agency locations are listed at the back of the guide.

We hope you will find this guide useful. If you do not speak English and you need help to access these city services, call the **Office of New Bostonians** 24 hours in advance at **635-2980** to arrange for an interpreter.

TABLE OF CONTENTS

CITY GOVERNMENT SERVICES

Apartments & Affordable Housing	p.
Homeownership	p.
Building & Renovation	p.
Taxes & Taxpaying Assistance	p.
24-Hour Services	p.
Basic Services	p.
Business	p.
Licensing, Permits & Registration	p.
Consumer Concerns	p.
Services for Families	p.
Education	p.
Elders', Women's, Disability & Veterans' Issues	p.
Public Health Issues	p.
Community Representation & Civic Participation	p.
Public Safety	p.
Arts, Culture & Special Events	p.
City Funding Opportunities	p.
City Job Openings	p.

DEPARTMENTS IN CITY GOVERNMENT	p.
---------------------------------------	----

OTHER IMPORTANT PHONE NUMBERS	p.
--------------------------------------	----

CITY SERVICES

APARTMENTS & AFFORDABLE HOUSING

Renting Apartments

Rental Housing Resource Center 635-3653

If you rent an apartment, this center can help if:

- You are having a problem with your landlord or a tenant.
- You have any housing related questions.

Sanitary Code Violations

Mayor's 24-Hour Constituent Services 635-4500

Landlords are required to meet standards of safety and cleanliness. If your apartment is not sanitary, report the problem to the Mayor's 24-Hour Constituent Services. They will contact a housing inspector to investigate the problem. Examples of sanitary code violations include:

- If there is no heat or hot water in your building.
- If there are rodents or insects in your apartment.
- If your water faucets are leaky.

Affordable Housing

Boston Housing Authority 988-4000

This is a public agency which provides affordable housing to low and moderate income individuals and families. Contact them to find out if you are eligible to apply for this housing.

Fair Housing Commission 635-4408

This commission works to eliminate discrimination and increase access to housing in Boston. Call them if:

- You need information about affordable housing in the Boston metropolitan area.
- You believe you are a victim of housing discrimination.

- You own or manage housing and want to list vacant apartments for rent.

Emergency Assistance

Emergency Shelter Commission 635-4507

The Commission can help if:

- You are homeless and need a referral to services.
- You are in need of food.

HOMEOWNERSHIP

Boston Home Center 635-HOME / 635-4663

The City's Home Center offers financial and technical assistance to people who would like to buy a home in Boston. Contact them if:

- You are looking for information on purchasing a home.
- You are a first-time homebuyer and would like to get subsidized or low-cost loans.
- You are a senior citizen who needs assistance in performing certain home repairs.
- You want information about holding a mortgage.
- You would like to buy a vacant lot next door to your home or business.

BUILDING & RENOVATION

Permits

Inspectional Services Department 635-5306

If you are building or renovating your home or business, you will need a building, plumbing or electrical permit. Call the City's Inspectional Services Department for help and information about permits.

Building/Renovation Assistance

Boston Home Center 635-HOME / 635-4663

The Home Center can help if you are building or renovating a home. Contact them if:

- You are looking for grants or low-cost loans to fix up your home.
- You would like to buy an abandoned building, but need help fixing it up.
- You would like to build a home on an empty piece of land in your neighborhood.

Historical Districts

Boston Landmarks Commission 635-3850

If you live in a Boston Historical district, you need permission to make exterior renovations to your home or business. For more information, call the Boston Landmarks Commission.

TAXES & TAXPAYING ASSISTANCE

Taxpayer Referral & Assistance Center (TRAC) 635-4287

This center on the Mezzanine Level of City Hall is available to help if:

- You have questions about your property tax bill or your tax bill payments.
- You want to know if you qualify for a property tax exemption or abatement.
- You want to know more about the tax exemption for people who own and occupy their own property.
- You have moved and need to change your property tax bill mailing address.
- You have questions about the Motor Vehicle Excise Tax.

24 HOUR SERVICES

Mayor's 24 Hour Constituent Services 635-4500

The City tries to respond to your concerns. The Mayor's 24 Hour Constituent Services is available 24 hours a day to take calls on any

City related issue. For example, you can call them:

- If there is no heat or hot water in your building.
- If your apartment is unsanitary (for example, rodents, insects, leaky faucets and other sanitary code violations).
- If your trash or recycling was not picked up.
- To report trash violations or illegal dumping.
- To request snow removal (plowing, salting), street cleaning and streetlight repair.
- To request street and sidewalk repairs (potholes, etc.).
- To have graffiti removed from either private or public property.
- To report an abandoned vehicle.
- To report problems with animals or wildlife (or call **Animal Control** at **635-5348**).
- To have a vacant lot cleaned.

The office can also refer you to agencies not listed in this brochure.

BASIC SERVICES

Public Works

Public Works Department

The City's Public Works Department provides many basic services for the city, such as trash removal and road repair. For example, you can call them:

- To get information about trash pick-up and schedules. **Sanitation (635-7573)**.
- To get information about Boston's recycling program. **Recycling (635-4959)**.
- To report problems with street lights. **Street Lighting (635-7500)**.
- To report potholes or request that your street be cleaned. **635-7555**.

Parks & Trees

Parks & Recreation Department

635-4505 or 635-PARK / 635-7275

The Parks & Recreation Department maintains parks and green spaces in the city. Call them:

- To request pruning or maintenance of a tree on city property (for example: on the street or in a park).
- To request the cleanup or repair of a city-maintained park or playground.
- To participate in a neighborhood beautification project.
- To request the planting of a tree on a street in your neighborhood.

Water & Sewer

Boston Water & Sewer Commission 330-9400

This commission maintains all water and sewer lines in the City. Call them:

- If your sewer line is blocked or broken.
- If a storm drain in front of your home is blocked.
- If you witness illegal dumping into the storm drainage system.
- If you would like a water conservation kit for your home.

Traffic & Parking

Boston Transportation Department (BTD)

Contact the BTD:

- To get a Resident Parking Sticker. **635-4682.**
- To pay or appeal a parking ticket. **635-4410.**
- To retrieve your car that has been towed or booted. **635-3900.**
- To report a transportation-related problem. For example: To replace or repair missing street signs or to repair malfunctioning traffic signals. **635-4BTD / 635-4283.**

BUSINESS

Business Assistance

Office of Business Development

635-2000

This office can help you to establish a new business or to expand or enhance your existing business. Call the office if:

- You would like information about starting, expanding or relocating your own business.
- You need help finding a location for your business.
- You have questions about the permitting process.
- You are interested in obtaining financial and technical assistance for your business **(445-3413)**.
- You want to improve your storefront.
- You need information on Y2K issues and their impact on your business.

Starting a Business

Office of Business Development 635-2000

If you are starting a new business, the office can walk you through the process. To begin a business in Boston, there are several official steps you need to follow:

- Register your business with the city government. File a Business Certificate at the **City Clerk's Office (635-4600)**.
- Get any necessary building permits. If you plan to repair or add to a building, change the occupancy or use in the building, or demolish it, you should contact the **Inspectional Services – Building Division (635-5306)**. They issue permits covering electrical & fire systems, gas, plumbing & sprinklers, building, and occupancy & annual inspection certificates.
- If your business involves the preparation, distribution, or sale of food, you will need a permit from the **Inspectional Services – Health Inspection Division**. For a list of businesses that need permits, or to apply for a permit, call **635-5326**.
- For a license to serve food or drinks, including alcohol, contact the **Boston Licensing Board (635-4170)**.
- For a license to operate as a street vendor, call **635-4911**.

Personal Property Tax

Business owners must pay taxes on private property used to conduct their business (for example: the chairs in a barber shop, or drills used by a dentist). For questions about this tax, call the **Assessing Department – Personal Property Unit (635-1165)**.

Minority/Women-Owned Businesses

Minority/Women Business Enterprise Office 635-4084

If your business is owned by a minority or a woman, and you are interested in bidding on City contracts, contact this office. You may be eligible for special assistance with these bids.

LICENSING, PERMITS & REGISTRATION

The following is a partial list of where to apply for some common City permits and licenses. [For permits to operate a business, see the “Business” section.] Call if you need:

- A copy of a Boston birth, marriage or death certificate. **Registry (635-4175)**.
- A license to perform as a street musician. **Police Department (343-4425)**.
- A permit to hold a raffle or a bazaar. **City Clerk (635-4600)**.
- A permit to hold an event in a city park. **Parks & Recreation (635-4505)**.
- A permit to hold a road race or parade. **Transportation Department/BTD (635-4675)**.
- A dog license. **Animal Control (635-5348)**.
- Driver's Licenses are issued by the Commonwealth of Massachusetts, not the City. They are available through the **Massachusetts Registry of Motor Vehicles (351-4500)**.
- To fish in fresh water, you need a fishing license from the Commonwealth of Massachusetts **Department of Wildlife and Fisheries (727-3151)**.

CONSUMER CONCERNS

You have a right as a consumer to fair treatment. There are city agencies which will help protect those rights. For example, if:

- You have a complaint about a business, contractor or bank that you have done business with, call **Consumer Affairs & Licensing (635-3834)**.
- You feel a bar, restaurant or other entertainment business is too loud or has mistreated you, call **Consumer Affairs & Licensing (635-3834)**.
- Trucks or building vehicles outside your home or business are too loud, call the **Environment Department (635-3850)**.
- You bought something and did not get the full weight or amount that you paid for, call **Inspectional Services – Weights and Measures Division (635-1010)**.

SERVICES FOR FAMILIES

Childcare

Many of the City's Boston Community Centers provide quality childcare for pre-school and school-aged children. To find the **Boston Community Center** nearest you, call **635-4920**.

[For more information about other affordable childcare providers, call **Parents United for Child Care (426-8288)**, or **ABCD's Childcare Choices of Boston (542-5437)**.]

Afterschool Programs

Boston Community Centers (635-4920) offer a variety of after-school programs for school-aged children. Contact them for more information about programs and availability.

[To find out about other after-school programs, call **Parents United for Child Care (426-8288)**, or **ABCD's Childcare Choices of Boston Hotline (542-5437 ext. 641)**.]

Youth Services

- The **Mayor's Youthline (635-2240)** has information about summer jobs, sports leagues, art classes, and other special programs for youth in Boston. It is staffed by teenagers and is open every day from 2-10pm.
- **Boston Community Centers (635-4920)** have staff called streetworkers and peer leaders who help teens find activities, find jobs, avoid pregnancy, fight drug use, etc.
- The **Boston Youth Corps (BYC) (635-4202)** offers summer jobs for 14-17 year olds doing outdoor physical activity such as painting murals and cleaning public land and working in community organizations.

Recreation

Boston Community Centers 635-4920

These centers offer year-round recreation activities for all ages, such as:

- Gyms and swimming pools.
- Leisure classes such as guitar, ceramics, etc.
- Play groups for young children and summer camps.
- Programs for seniors, girls, and youth.

Boston Public Libraries 536-5400

Your local public library offers family programs and assistance, such as:

- Toddler and pre-school story hours.
- "Reading Readiness" program for pre-school children and parents.
- Discounted passes to the Aquarium, Children's Museum, Museum of Science, and Museum of Fine Arts.

Parks and Recreation Department 635-4505

This department can help if:

- You want to take part in free arts, sports, and environmental education programs in your local park.
- You have questions or concerns about your local park.

- You would like to use your local park for a sports league or special event.

EDUCATION

Adult Education

There are many adult educational programs offered by the City of Boston. For example there are:

- Adult evening educational programs where you can earn a high school diploma/GED. Call the Boston Public Schools **Department of Adult Education (635-9827)**.
- Classes to help adults prepare for and take the GED exam. Call **Boston Community Centers (635-4920)** to find out about classes at your nearest community center, or call the **Mayor's Office of Jobs & Community Services (918-5244)**.
- Classes to review basic skills (Adult Basic Education). Call **Boston Community Centers (635-4920)** for classes in your neighborhood.
- Vocational and technical training classes in the evenings at Madison Park High School in Roxbury. **(635-8079)**.
- Workshops for adults about financial planning. **Boston Public Libraries (536-5400)**.
- Workshops about child safety, children's books, and effective discipline. **Boston Public Libraries (536-5400)**.

Adult ESOL

There are also many English for Speakers of Other Languages (ESOL) classes available through the City of Boston:

- Contact the **Office of New Bostonians (635-2980)** for a referral to an ESOL provider.
- ESOL classes are offered at **Boston Community Centers** around the city. Call **635-4920** for information about classes at your nearest community center.

- For information about other ESOL classes, contact the **Mayor's Office of Jobs & Community Services (918-5244)**.
- The **Boston Public Library** offers free English conversation groups for non-native English speakers **(536-5400 ext. 341)**.

Youth / Boston Public Schools

The **Boston Public Schools** provide free public education to all youth in Boston. City elementary and middle schools are divided into three zones. Parents may choose from the schools within their zone or from the several citywide schools open to everyone. Each zone has a Parent Information Center (PIC) where you can get information about schools, and enroll your child. The zones are:

- **East Zone (635-8015)**: Hyde Park, Mattapan, Dorchester, South Boston.
- **West Zone (635-8040)**: West Roxbury, Roslindale, Jamaica Plain, Roxbury.
- **North Zone (635-9010)**: Allston/Brighton, Mission Hill, South End, Back Bay, Chinatown, Downtown, Charlestown, East Boston.
- Every January, the city holds a city-wide schools fair for parents to get information about any school in Boston. Call your Parent Information Center for details.
- If your child needs transportation to school, or you have questions about busing, call **635-9530**.

Bilingual & Alternative Education

Boston Public Schools Multilingual Center 635-6547

If your child's first language is not English, he/she may be eligible to enroll in Bilingual Education classes in Boston Public Schools. Staff members at the Multilingual Center speak 11 languages. They can help you:

- Find a public school where teachers speak your language.
- Answer questions about bilingual education.
- Register your child for bilingual education programs.

Boston has alternative education programs for youth who have left school or are at risk of dropping out before graduation. For information about these programs, contact:

- **BPS Alternative Education (635-8030).**
- **Boston Community Centers (635-4920).**
- **Mayor's Office of Jobs & Community Services (918-5262).**

ELDERS', WOMEN'S, DISABILITY & VETERANS' ISSUES

Elder Services

- Contact the **Elderly Commission (635-4366)** if you are a senior citizen and need assistance with housing, transportation, health care, employment, cultural or volunteer opportunities.
- For information about property tax bill exemptions for elders, contact the **Taxpayer Referral & Assistance Center / TRAC (635-4287).**
- To report abuse of seniors, call the **Police Department's Senior Response Unit (343-9640)**, or the Commonwealth of Massachusetts' **Statewide Elder Abuse Hotline (1-800-922-2275)**, available 24 hours a day.

Women's Issues/Concerns

Women's Commission 635-4427

Contact the city's Women's Commission if you have questions about domestic violence, or if you are looking for resources for women and girls in Boston.

Disability Assistance

Commission for Persons with Disabilities 635-3682

If you have a disability, this commission can help if:

- You feel you do not have equal access to all public services, including education, transportation and housing.
- You or a family member would like a disabled parking space in front of your residence.
- You need referrals or information about other services for people with disabilities.

Veterans' Services

- Call the **Veterans' Services Commission (635-3026)** if you have served in the United States Armed Forces during an official "war time" period and would like to know more about special benefits available to veterans.
- For information on property tax bill exemptions for disabled veterans, contact the **Taxpayer Referral & Assistance Center / TRAC (635-4287)**.

PUBLIC HEALTH ISSUES

Health Programs

The City's **Public Health Commission** offers programs that target many different health issues. They can help you if:

- You have no health insurance and need to see a doctor. Call the **Mayor's HealthLine (534-5050)**, open Monday-Friday from 9:00-5:00. Interpreters are available for all languages.
- You want information on substance abuse treatment programs in Boston. **534-5554.**
- You need help to quit smoking. **534-4718.**
- You are pregnant and want information on how to keep your baby healthy. **534-5832.**
- You want information about breast cancer. **534-2389.**
- You have young children and want to prevent injuries by getting information on window guards, low cost bike helmets, and car seats. **534-5197.**

- You or your child has HIV and needs to see a doctor or dentist. **534-4717**.
- You want to know if your house has lead paint, and how to protect your child from lead poisoning. **534-5966**.

Neighborhood Health Centers

Many local health centers offer other programs and free or low cost health care for those in need. To find your nearest **Neighborhood Health Center**, call **534-5050**.

COMMUNITY REPRESENTATION & CIVIC PARTICIPATION

Elected Officials

- If you need information about an announcement the Mayor has made, or you need a copy of a speech he gave to a public gathering, contact the **Mayor's Press Office (635-4461)**.
- If you would like to invite the Mayor to attend your neighborhood event, mail or fax a letter to the **Mayor's Scheduling Office**. (Fax: 635-2851. Mailing address: "Office of the Mayor, attn: Scheduling, Boston City Hall, Boston, MA 02201")
- If you want to contact your **City Councilor** or get more information about city ordinances call **635-3040**.

Neighborhood Services

Office of Neighborhood Services 635-3485

Each neighborhood in Boston has a coordinator who works in the Mayor's Office of Neighborhood Services. This office encourages and facilitates citizen input and participation in government. Contact Neighborhood Services if:

- You need information about city services and mayoral initiatives.

- You have questions about zoning and licensing issues.
- You want a representative from the Mayor's Office to attend your community meeting.
- You want information about community groups and organizations that are active in your neighborhood.

Voting

Elections Commission 635-4634

Contact the city Elections Commission if you need to:

- Register to vote.
- Know who your elected official is.
- Know where to vote on election day.
- Know the requirements for running for office.

Internet

For more information about the city, visit the City of Boston's web site:
www.cityofboston.com.

PUBLIC SAFETY

For police, fire or medical emergencies,
 dial 911.

Police Department

Call the Police Department to help fight crime in your neighborhood. For example:

- To report drug-related activity, call **343-5625**.
- To report a case of domestic violence, call **343-4350**.
- To report a case of sexual assault, call **343-4400**.
- To help reduce crime in your neighborhood, get involved in a **Neighborhood Crime Watch Group (343-4524)**.
- To report elder abuse, contact the **Senior Response Unit (343-9640)**.

- If you have been the victim of racially-based harassment or attacks, contact the **Community Disorders Unit (343-4527)**.

Fire

Fire Department 343-3550

Contact the Fire Department if you would like to:

- Learn about fire safety.
- Ask questions about home smoke detectors or fire escapes.
- Visit a firehouse.
- Report that there may be illegal chemicals stored in your building.

ARTS, CULTURE & SPECIAL EVENTS

Office of Cultural Affairs 635-3245

This office is available as a resource for artists in the city. Contact them if you would like to:

- Exhibit art on city owned property.
- Know more about artists' housing and exhibits.
- Learn more about filming movies in Boston.

Office of Special Events 635-3911

This office can help if you want to:

- Produce a cultural event and need assistance.
- Know about special events in Boston that are sponsored by the City government.
- Get involved in an international sister-cities program.

Parks & Recreation Department 635-4505

The ParkARTS initiative offers year-round arts programs. Contact them if you want to:

- Receive a schedule of cultural performances happening throughout the park system.
- Find out about free arts workshops in the parks.

- Become involved in performing, participatory and visual arts programs in neighborhood parks across the city.

CITY FUNDING OPPORTUNITIES

The City provides funding to several different types of programs. You may be eligible to receive funding if your organization:

- Tutors, mentors and develops youth leadership and provides opportunities for violence prevention education, dispute resolution and intervention, or
- Offers affordable, high-quality childcare and out-of-school programs. **Office of Children & Families (635-2130).**
- Offers adult educational and job training programs. **Jobs & Community Services (635-3342).**
- Provides education, support, activities and programs for young people and families. **Safe Neighborhoods Youth Fund (635-2258).**
- Supports innovative arts programs, or is looking for funding to bring Boston school students to cultural events. **Office of Cultural Affairs (635-3245).**

CITY JOB OPENINGS

- Job vacancies with the City of Boston are posted every Tuesday in Room 612 at Boston City Hall. Job postings can also be found on the city of Boston website: www.cityofboston.com.
- If you want information on retirement benefits for City of Boston employees, contact the **Retirement Board (635-4305).**
- If you are a Boston resident, minority, or woman who is interested in working on City of Boston construction projects, contact the **Boston Jobs Bank (918-5480).**

CITY AGENCIES & DEPARTMENTS

Boston 2:00-6:00 After School Initiative City Hall Room 708	635-2098
Boston Community Centers (Main Office) 1010 Massachusetts Ave.	635-4920
Boston Home Center 26 Court St.	635-4663
Boston Housing Authority (BHA) 52 Chauncy St.	988-4000
Boston Landmarks Commission City Hall Room 805	635-3850
Boston Public Libraries (Main Number) 700 Boylston St. (Copley Square)	536-5400
Boston Public Schools (General Information)	635-9000
Boston Public Schools– Multilingual Center 55 Dudley St. (Roxbury Crossing)	635-6547
Boston Redevelopment Authority (BRA) City Hall 9 th Floor	722-4300
Boston Water & Sewer Commission 425 Summer St.	330-9400
City Clerk City Hall Room 601	635-4600
City Councilors City Hall 5 th Floor	635-3040
Civil Rights Office City Hall Room 966	635-2500
Commission for Persons with Disabilities City Hall Room 966	635-3682
Community Partnerships 43 Hawkins St.	635-3140
Consumer Affairs & Licensing City Hall Room 817	635-3834
Cultural Affairs City Hall Room 716	635-3245
Elderly Commission City Hall Room 271	635-4366
Election Commission City Hall Room 241	635-4634

Emergency Shelter Commission City Hall Room 716	635-4507
Environment Department City Hall Room 805	635-3850
Fair Housing Commission City Hall Room 966	635-4408
Fire Department 115 Southampton Rd.	343-3550
Human Resources Department City Hall Room 612	635-3370
Inspectional Services Division 1010 Massachusetts Ave.	635-5300
Jobs & Community Services 43 Hawkins St.	918-5200
Licensing Board City Hall Room 809	635-4170
Mayor's 24 Hour Services (24 hours a day) City Hall 5 th Floor	635-4500
Mayor's HealthLine	635-5050
Mayor's Press Office City Hall Room 603	635-4461
Mayor's Scheduling Office City Hall 5 th Floor (fax number: 635-2851)	635-3274
Mayor's YouthLine (open 2:00-10:00pm)	635-2240
Minority & Women Business Enterprise City Hall Room 800	635-4084
Office of Business Development 25 Court St. 9 th Floor	635-2000
Office of Neighborhood Services City Hall Room 708	635-3485
Office of New Bostonians City Hall Room 803	635-2980
Parks & Recreation 1010 Massachusetts Ave.	635-4505
Police Department 1 Schroeder Plaza (Ruggles)	343-4200
Property Management City Hall Room 811	635-4100

Public Health Commission 1010 Massachusetts Ave.	534-5264
Public Works City Hall Room 714	635-4900
Registry Division City Hall Room 213	635-4175
Rental Housing Resource Center City Hall Room 709	635-3653
Retirement Board City Hall Room 816	635-4305
Special Events & Tourism City Hall Room 802	635-3911
Taxpayer Referral & Assistance Center (TRAC) City Hall Mezzanine Level	635-4287
Veterans' Services 20 Church St.	635-3026
Women's Commission City Hall Room 716	635-4427

IMPORTANT NON-CITY PHONE NUMBERS

CHILDCARE AND AFTER-SCHOOL PROGRAMS

Call to find out about child care or after-school programs for your child.

Parents United for Child Care (PUCC) **617-426-8288**
ABCD's Childcare Choices of Boston **617-542-5437**

FOOD, SHELTER & OTHER ASSISTANCE

Contact the Department of Transitional Assistance (DTA) Recipient Services to apply for or receive cash support (welfare), food stamps, or emergency assistance to prevent homelessness.

**Massachusetts Department of
Transitional Assistance (DTA)** **1-800-445-6604**
600 Washington Street

Call to receive food assistance.

Hunger Hotline / Project Bread **617-523-7010**
11 Beacon Street, Room 800

Call for assistance in paying your heating bill. New applicants are accepted starting November 1.

ABCD Fuel Assistance **617-357-6012, then dial 11.**
178 Tremont Street

HEALTH & SAFETY ISSUES

To report fires, medical emergencies, crimes in progress, or other emergencies.

Police & Fire Emergencies **911**

Call if you have concerns or want more information about AIDS.

AIDS Hotline **1-800-772-1213**

Call to report child abuse or neglect. Anonymous.
(Massachusetts Department of Social Services / DSS)

Child At Risk Hotline **1-800-792-5208**

If you or someone you know is dealing with domestic violence, call for advocacy, shelter, or someone to talk to.

Casa Myrna Vasquez **1-800-992-2600**
(Spanish)

Asian Task Force Against Domestic Violence
(Asian Languages) **617-338-2355**

Association of Haitian Women **617-287-0096**
(Haitian Creole, French)

Call for information about domestic violence or sexual assault.

Jane Doe, Inc. **617-248-0922**

14 Beacon Street, Suite 507

IMMIGRATION / NATURALIZATION

Call to inquire about or apply for a change in your immigration status.

US Immigration & Naturalization Service (INS)
617-565-3879 (Boston) or 1-800-375-5283 (national)
JFK Building, 1st Floor Room E160 (Government Center)

Contact to get an American passport.

Boston Passport Agency **617-565-6990**

Thomas P. O'Neil Building, 10 Causeway St.

JOBS & CAREER SERVICES

All of these locations offer free or low cost job training or job search assistance.

Boston Career Link **617-536-1888**

281 Huntington Avenue

JobNet (Downtown Boston) **617-338-0809**

210 South Street

JobNet (Roxbury) **617-427-4855**

1010 Massachusetts Avenue

The Workplace (Downtown Boston) **617-737-0093**

101 Federal St.

LEGAL ASSISTANCE

Legal assistance for low-income individuals.

Greater Boston Legal Services (GBLS) 617-371-1234
197 Friend Street

TRANSPORTATION

Call for subway, bus & commuter rail schedules and ticket prices.

MBTA 617-222-5123
10 Boylston Place

Visit to apply for a Massachusetts drivers' license or identification card.

Registry of Motor Vehicles (RMV) 617-351-4500
630 Washington St. (Chinatown)